



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

COMMUNITY LIVING AIDE

Class No. 004910

■ CLASSIFICATION PURPOSE

Under general supervision, to assist mental health patients or clients with daily activities and to report findings on clients' behavior to Mental Health Program Managers; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is found only in the Health and Human Services Agency (HHS), Mental Health Services. Incumbents report to a Mental Health Program Manager and are responsible for assisting mental health patients or clients in performing daily activities. This class differs from the Mental Health Aide in that the latter is a para-professional class responsible for assisting in the care and supervision of patients within psychiatric care facilities, whereas the Community Living Aide is responsible for assisting clients outside of care facilities.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Transports clients to meetings, psychiatric and medical appointments, and other activities and appointments in the community.
2. Obtains information from clients, identifies problems, and recommends available resources.
3. Visits clients at home or in the community and assists clients with socialization, medication, personal care, completion of necessary forms or paperwork, and other daily activities.
4. Collects information for mental health professional staff.
5. Observes clients and records unusual behavior.
6. Monitors clients within community care facilities and reports findings to case manager and program manager on a daily basis.
7. Participates in staff and community meetings.
8. Makes referrals and consults with other community service providers on behalf of clients.
9. Maintains reports, files, and logs using a personal computer.
10. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Mental health illnesses, behaviors, and treatments.
- Principles of interviewing to acquire information.
- Basic mathematics.
- County customer service objectives and strategies.
- Operation and use of basic office equipment and personal computers.

Skills and Abilities to:

- Assist mental health patients with daily activities.
- Collect accurate information.
- Observe and record client behavior.
- Drive and operate a van to transport clients.
- Establish and maintain rapport and credibility with clients and client groups.
- Communicate effectively orally and in writing.
- Maintain files and records.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or making referral
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: six (6) months experience assisting in mental health treatment.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent: sitting and use of right and left hand. Occasional: walking, standing, repetitive use of hands, simple grasping of left and right hands, power grasping of left and right hands, fine manipulation of left and right hands, and lifting objects up to ten pounds from waist height and carrying such objects for a distance of up to 30 feet.

Incumbents assigned to the San Diego County Psychiatric Hospital may be required to lift and transport patient belongings weighing up to twenty-five (25) pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

The primary work environment is in the field; work involves driving vans and other motor vehicles to visit clients and to transport clients. Incumbents interact with mental health clients and persons from various socio-economical backgrounds. Incumbents interact with persons who may be hostile or violent, or who may have contagious diseases.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of six (6) months (Civil Service Rule 4.2.5).

New: July 26, 1991
Revised: February 29, 1996, March 7, 2001, June 21, 2002
Reviewed: Spring 2003
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Community Living Aide (Class No. 004910)

Union Code: HS

Variable Entry: Y